



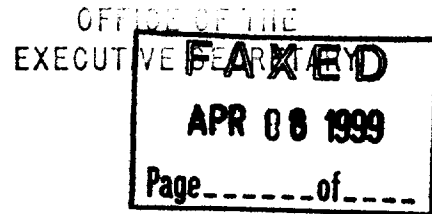
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Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37219-0412  
(615) 741-3939

REC'D TN  
REGULATORY AUTH. April 8, 1999  
Via Fax and Overnight  
'99 APR 9 PM 2 10



RE: TRA Docket 99-00183; Global NAPs Gulf, Inc.  
Application for Certificate to Provide Competing Local Telecommunications  
Services

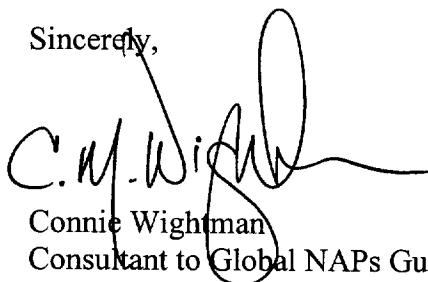
Dear Sir or Madame:

Enclosed for filing are the original and ten (10) copies of responses to the data request issued April 1, 1999 in the above-referenced application of Global NAPs Gulf, Inc. for authority to provide competing local telecommunications services in Tennessee.

Please acknowledge receipt of this filing by returning, date-stamped, the extra copy of this cover letter in the self-addressed, stamped envelope enclosed for this purpose.

If any questions arise regarding this filing, please do not hesitate to call me at (407) 740-8575. Thank you for your assistance.

Sincerely,

  
Connie Wightman  
Consultant to Global NAPs Gulf

cc: John Postl  
File GNGI - TN

TNL9900a

## Tennessee Data Request Responses

- 1) Global NAPs Gulf, Inc.'s application states "Facilities-based services will be designed to meet the data communications needs of business customers. Switched voice will be provided over resold incumbent LEC facilities....". Provide a listing of metropolitan areas where the network facilities will be located in state of Tennessee.

Response: GNGI has no concrete plans Tennessee. Once GNGI has a concentration of customer lines, facilities may be deployed initially in one or more major metropolitan area, such as Nashville. This will be at least a year after services are initiated.

- 2) Provide details of how the network will be deployed.

Response: Initially, GNGI intends to utilize a switch in a near-by state. No transport facilities are planned at this time.

- 3) Please provide the types of equipment that Global NAPs Gulf, Inc. will be deploying to furnish service in Tennessee.

Response: See No. 1 above. GNGI deploys DMS500 switches.

- 4) What is the proposed deployment schedule for the above equipment?

Response: See No. 1 above.

- 5) Is the Company aware of the requirements of TCA §65-4-201(d) and does the company intend to comply with this statute?

Response: Yes,

- 6) According to TCA §65-5-212, "Each telecommunications service provider shall file with the authority a small and minority-owned telecommunications business participation plan....". Please provide a Small and Minority-Owned Telecommunications Participation plan.

Response: See Attachment 1.

- 7) Has the Company served notice of its application on incumbent local exchange telephone companies and other interested parties (i.e., CLECs)? Provide a service list.

Response: See Attachment 2.

- 8) The Tennessee Regulatory Authority requires CLEC applicants to file prefiled testimony to support the application and subsequent filings. Please provide.

Response: See Attachment 3.

- 9) Provide Global NAPs IntraLATA Toll Dialing Parity Plan.

Response: See Attachment 4.

Tennessee Data Request Responses of  
Global NAPs Gulf, Inc.

Attachment 1

Small and Minority Business Participation Plan

TENNESSEE  
SMALL AND MINORITY-OWNED TELECOMMUNICATIONS BUSINESS  
PARTICIPATION PLAN

SUBMITTED TO  
TENNESSEE REGULATORY AUTHORITY

SMALL AND MINORITY-OWNED TELECOMMUNICATIONS BUSINESS  
PARTICIPATION PLAN

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## SMALL AND MINORITY-OWNED TELECOMMUNICATIONS BUSINESS PARTICIPATION PLAN

### PURPOSE

- 1.1 This small and minority-owned telecommunications business participation plan ("Plan") is submitted by Global NAPs Gulf, Inc. ("GNGI") as required by T.C.A. §65-5-212.
- 1.2 The administration of this Plan is the responsibility of Global NAPs Gulf, Inc.

### 2. DEFINITIONS

- 2.1 Global NAPs Gulf, Inc. is a private corporation who resells interexchange telecommunication services of in the state of Tennessee. They are based in Atlanta, Georgia and have no employees, property, or equipment in Tennessee at this time.
- 2.2 As a competitive vendor of telecommunications service, GNGI is non-dominant in its industry. The nature of GNGI' business limits their opportunity to support the use of Small and Minority Business in Tennessee. However, let the submission of this Plan evidence their desire to participate as practically possible.
- 2.3 Small and Minority Business - For the purpose of this Plan, "minority business" means a business that is solely owned, or at least fifty-one (51%) of the assets or outstanding stock of which is owned, by an individual who personally manages and controls the daily operations of such business and who is impeded from normal entry into the economic mainstream because of race, religion, sex or national origin and such business has annual gross receipts of less than four million dollars (\$4,000,000) per T.C.A. §65-5-212.

### GNGI' RESPONSIBILITY FOR SMALL AND MINORITY-OWNED TELECOMMUNICATION BUSINESS PARTICIPATION PLAN AND POLICY STATEMENT

- 3.1 GNGI intends to afford Small and Minority-Owned Telecommunications Businesses the maximum practicable opportunity to participate in the performance of contracts in accordance with T.C.A. §65-5-212.
- 3.2 GNGI is a reseller of telecommunications service whose business operations include:
  - Sale and Marketing of Telecommunications Services
  - Customer Care
  - GNGI uses vendors and suppliers to support their reseller business in the following areas:
    - Telecommunications Service Providers
    - Sales Agents of Telecommunications Services
    - Telecommunications Billing and Collection Services

- 3.3 William J. Rooney, Secretary and General Counsel would coordinate Small and Minority-Owned Telecommunications Business referrals.
- 3.4. Initial Small and Minority-Owned Telecommunications Business contacts for GNGI would be made through their Coordinator who will seek to identify and include firms in Tennessee through the Department of Economic and Community Development's office of Minority Business Enterprise and Small Business office.
- 4. SMALL AND MINORITY-OWNED TELECOMMUNICATIONS BUSINESS PARTICIPATION PLAN PERIOD OF EFFECTIVENESS

- 4.1 GNGI will maintain a pro active and continuous approach toward inclusion of such firms in their supplier in their supplier base. Consequently, their Plan and the associated duties and activities would not have a fixed time period for effective, but rather represent GNGI' ongoing policies and procedures. GNGI has no physical presence in Tennessee. When and if their business condition changes in Tennessee, the effectiveness of this Plan would be enhanced.

- 5. PLAN ADMINISTRATION

- 5.1 GNGI's Plan Administrator is:

William J. Rooney, General Counsel  
10 Merrymount Road  
Quincy, Massachusetts 02169  
Telephone (617) 507-5100  
Facsimile (617) 507-5200

- 5.2. The Administrator manages the Plan, as described below in the Administrator's duties. The Administrator has direct interface with procurement personnel, contract administrators, and program and project personnel to ensure compliance with the provisions of the Plan.

- 5.3 The Administrator's specific job duties, as they relate to this Plan and GNGI's business operations in the state of Tennessee, are as follows:

Developing and maintaining the GNGI's Supplier Master List which would include a listing of Small and Minority-Owned Telecommunications Businesses in Tennessee who are deemed eligible to be suppliers for GNGI.

Reviewing GNGI policies and procedures in to ensure that Small and Minority-Owned Telecommunications Businesses in Tennessee have an equitable opportunity to be awarded contracts when possible.

Allowing for inclusion of Small and Minority-Owned Telecommunications Businesses in those solicitations for products or service which they are capable of providing.



Coordinating activities during the conduct of any compliance review by Tennessee state agencies.

Preparing and submitting periodic contracting reports as required.

6. PLAN TO ASSURE EQUITABLE OPPORTUNITY

- 6.1. The Administrator shall ensure that appropriate source listings and services are properly utilized in support of the Plan. Sources/listings include but are not limited to the following:

The GNGI approved Master Supplier List.

Sourcing information received from the Department of Economic and Community Development's Office of Minority Business Enterprise and Small Business Office in Nashville.

- 6.2. Outreach efforts will be made as follows:

The Administrator shall cultivate and maintain a relationship with the Community Development's Office of Minority Business Enterprise and Small Business Office in an effort to locate and qualify capable Small and Minority-Owned Telecommunications Businesses for participation in contracting opportunities.

The Administrator shall ensure that GNGI provides adequate and timely consideration of the potentialities of Small and Minority-Owned Telecommunications Businesses in "make-or-buy" decisions.

- (c) The Administrator shall ensure that GNGI counsels and discusses contracting opportunities with representatives of Small and Minority-Owned Telecommunications Businesses.
- (d) The Administrator shall ensure that GNGI offers assistance to Small and Minority-Owned Telecommunications Businesses to explain: requests for quotations, progress payments, technical and quality assurance programs, advice on types of business typically being contracted, and the mechanics of procurement requirements and quality expectations.

7. PLAN REPORTING

- 7.1 GNGI will submit such periodic reports and cooperate in those studies or surveys as may be required to determine the extent of compliance with this Plan.

- 7.2 GNGI Supplier Master List will identify Small and Minority-Owned Telecommunications Businesses in Tennessee. The Supplier Master List shall be utilized in identifying potential contractors.

Tennessee Data Request Responses of  
Global NAPs Gulf, Inc.

Attachment 2

Service List

## CERTIFICATE OF SERVICE

I hereby certify that on this 8<sup>th</sup> day of April, 1999, I caused to be served a copy of the application of Global NAPs Gulf, Inc. for a Certificate to Provide Competing Local Telecommunications service upon those companies listed below, by first class mail, postage prepaid, or equivalent service.

Mr. Guy Hicks  
BellSouth  
333 Commerce Street  
Suite 2101  
Nashville, Tennessee 37201

Mr. James Wright  
United Telephone S.E.  
14111 Capital Boulevard  
Wake Forest, NC 27587

Ms. Reatha Mandello  
Citizens  
8800 N. Central Expressway  
Suite 800  
Dallas, TX 75231

A handwritten signature in black ink, appearing to read 'Lee Simpson', is written over a horizontal line.

Lee Simpson, Technologies Management, Inc.

Tennessee Data Request Responses of  
Global NAPs Gulf, Inc.

Attachment 3

Prefiled Testimony

Testimony of: Frank T. Gangi

**BEFORE THE TENNESSEE REGULATORY AUTHORITY**

In the Matter of the Petition of	)	
<b>Global NAPs Gulf, Inc.</b> for	)	
Application for Certificate to	)	Docket No. 99-00183
Provide Competing Local	)	
Telecommunications Services	)	

**TESTIMONY OF**

**Frank T. Gangi**  
**Global NAPs Gulf, Inc.**

1 **Q. Please state your name and business address.**

2  
3 A. My name is Frank T. Gangi and my business address is 10 Merrymount Road, Quincy,  
4 Massachusetts 02169. My telephone number is (617) 507-5100 and my facsimile number  
5 is (617) 507-5200.  
6

7  
8 **Q. By whom are you employed and in what capacity?**  
9

10 A. I am the President of Global NAPs Gulf, Inc. ("GNGI"). In that capacity, I am responsible  
11 for leading the Company on a day-to-day basis, establishing the strategic direction of the  
12 Company, evaluating new services and markets, evaluating, negotiating and executing  
13 contracts and resale agreements with the various underlying carriers, promoting the financial  
14 health of the Company, ensuring the Company has policies regarding customer service and  
15 ensuring that excellent technical support exists on the Company's network.  
16

17  
18 **Q. Please give a brief description of your background and experience.**  
19

20 A. I have led a number of successful entrepreneurial ventures, including Multitronics (1980) -  
21 a reseller of DEC Computer Hardware, and Performance Leasing - a lessor of automobiles  
22 and computer equipment. I also Founded WorldNET, which was recently listed in Boston  
23 Business Journal as one of the 25 fastest growing information service providers in  
24 Massachusetts.  
25

26  
27 **Q. What is the purpose of your testimony?**  
28

29 A. The purpose of my testimony is to present evidence on the financial, technical and  
30 managerial abilities of GNGI to provide local telecommunications services in Tennessee, to  
31 provide factual support for the company's application; to describe the service GNGI proposes  
32 to offer and to discuss the proposed tariff. In addition, the testimony will demonstrate that  
33 GNGI is qualified to provide the proposed services and, therefore, the Application should  
34 be granted.

1 **Q. Has GNGI registered to do business in Tennessee?**

2  
3 A. Yes. GNGI is an Delaware corporation. Our authority to conduct business in Tennessee is  
4 attached to our Application in Attachment C.  
5

6  
7 **Q. Please describe the services GNGI proposes to offer.**

8  
9 A. GNGI proposes to provide local telecommunications services in conjunction with its  
10 intrastate long distance service.  
11

12 GNGI intends to provide local exchange services throughout the state of Tennessee, where  
13 such competition is authorized by the TRA. Initially offering service in metropolitan areas,  
14 to the extent authorized by the Commission and under the Telecommunications Act of 1996.  
15 Service offerings may include basic as well as non-basic service. GNGI has no immediate  
16 plans to construct facilities in Tennessee, but will utilize its switching facilities in another  
17 state and facilities purchased on an unbundled basis from other certificated exchange carriers  
18 in Tennessee to provide service. Global NAPs has a DMS 500 switches installed in  
19 Massachusetts, Virginia and New York, and is deploying switches in additional locations.  
20

21  
22 **Q. How will GNGI bill for its services?**

23  
24 A. The customer will be receiving a bill directly from the Company.  
25

26  
27 **Q. What is the market that GNGI's services will be offered in Tennessee?**

28  
29 A. GNGI's Tennessee market consists of small and medium size business users.



1 **Q. Do all of GNGI's services in Tennessee face competition from functionally equivalent**  
2 **or substitute services?**

3  
4 A. Yes. GNGI competes directly with numerous other companies which market similar services.  
5 These include both national carriers such as AT&T, MCI and Sprint as well as numerous  
6 local and regional carriers. These carriers offer services that are direct substitutes for GNGI's  
7 local and toll services.  
8

9 **Q. How long has GNGI been in business?**

10  
11 A. Global NAPs Gulf, Inc. is a wholly owned subsidiary of Global NAPs, Inc. a corporation  
12 organized under the laws of Delaware on September 6, 1996. It began operations in late 1997  
13 in Massachusetts.  
14

15 **Q. How are trouble reports handled?**

16  
17 A. GNGI understands the importance of effective customer service for local service consumers.  
18 GNGI has made arrangements for its customers to call the company at its toll-free customer  
19 service number. In addition, customers may contact the company in writing at the  
20 headquarters address. The toll-free number will be printed on the customers' monthly billing  
21 statements.  
22

23  
24 **Q. How are billing errors and complaints handled?**

25  
26 A. All inquiries will be handled by customer service and will be resolved within 48 hours or  
27 less.  
28

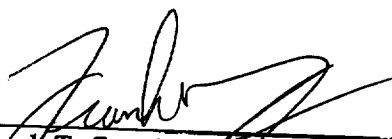
29  
30 **Q. Does this conclude your testimony?**

31  
32 A. Yes, it does.

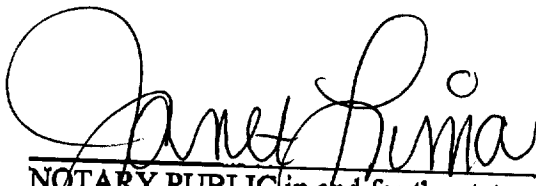
### VERIFICATION

I, Frank T. Gangi, upon being duly sworn, depose and state as follows:

That I have read the foregoing testimony of Frank T. Gangi and the foregoing data request responses and am familiar with the facts contained therein; that the testimony of Frank T. Gangi was prepared by me or under my supervision and review and that the information contained herein is true and correct to the best of my knowledge and belief.

  
\_\_\_\_\_  
Frank T. Gangi  
President  
Global NAPs Gulf, Inc.

Subscribed and sworn to before me this 7 day of April, 1999.

  
\_\_\_\_\_  
NOTARY PUBLIC in and for the state

of Massachusetts. My Commission expires:

My Commission Expires  
October 5, 2001

Tennessee Data Request Responses of  
Global NAPs Gulf, Inc.

Attachment 4

Dialing Parity Plan

**GLOBAL NAPS SOUTH, INC.  
DIALING PARITY PLAN**

**1. OBJECTIVE/PURPOSE**

The intent of this Dialing Parity Plan is to permit Customers to route intraLATA toll calls automatically, without the use of access codes, to any interexchange carrier ("IXC") of the Customer's choice that has established itself as an access Customer under GNGI's Access Services Tariff that GNGI will file prior to launch of service in Tennessee.

**II. IMPLEMENTATION SCHEDULE**

GNGI proposes to begin providing local exchange service in various Tennessee markets approximately in the second quarter of this year. As it has done in other states, GNGI will notify various IXC's regarding GNGI's plans when it is ready to launch local service in Tennessee. In addition, GNGI has developed an information package to send to each inquiring IXC, after notification, which explains how access service can be obtained.

**III. CARRIER SELECTION PROCEDURES**

GNGI will implement a full 2-PIC carrier selection methodology. With the full 2-PIC methodology, Customers will be able to presubscribe to the same or a different participating telecommunications carrier for intraLATA toll calls.

Processes have been established to provide new Customers with an opportunity to choose their intraLATA toll carrier. Company employees who communicate with the public, accept orders and serve in customer service capacities are being trained to explain to Customers the availability of 2-PIC equal access, and to assist Customers in making an initial PIC choice or in changing a PIC choice for intraLATA and interLATA toll calls.

**IV. NEW CUSTOMERS**

Customers who contact GNGI requesting new telephone exchange service will be informed of the opportunity to choose both an intraLATA and interLATA PIC. If requested by the Customer, GNGI will provide a list of telecommunications carriers, including GNGI,

that are access Customers and are maintaining a relationship with GNGI pursuant to the provisions of the Company's Access Services Tariff. The list of intraLATA toll carriers will be presented in a competitively neutral manner to new Customers who do not make a positive choice for an intraLATA carrier.

## **V. EXISTING CUSTOMERS**

As indicated above, GNGI is a new carrier in Tennessee and, thus, has no existing Customer base. GNGI proposes to provide intraLATA equal access as a feature of the Company's Tennessee local exchange service upon launch of that service. Therefore, no notification to existing Customers is required.

## **VI. CARRIER NOTIFICATION**

Interexchange carriers that desire to become access Customers shall notify GNGI via letter or telephone call of their desire to obtain Exchange Access Service information or by completing an Access Service Request ("ASR") form. Many IXC's have already contacted GNGI for information. GNGI will send each requesting carrier an information package describing GNGI's service, processes and applicable tariffs. Once GNGI receives and processes an IXC's Access Service Request, that carrier will be added to the list of participating carriers made available to a requesting Customer trying to choose a PIC. GNGI will provide notice of those switches available for exchange access services to IXCs by identifying those switches in NECA Tariff FCC No. 4. In addition, GNGI will include a list of available switches in its information package provided to each IXC in response to an inquiry.